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Substitu	ıte for f	Form 14	149A/PT	0		Application	n Number	10/002,745				
						Filing Dat	e	1	November 2, 2001			
INFORMATION DISCLOSURE STATEMENT BY APPLICANT					Ī	First Nam	ed Inventor	1	Toshio UENO			
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						Examiner	Name Pi		hilip J. Chea			
Sheet 1 of 2						Attomey Docket Number 01703/LH						
		· · · · · ·			U.S	. PATEN	IT DOCUMENTS					
Exern. inits"	Cite No	Cite No Document Number				Kind Code <sup>3</sup>	Name of Patentee Applicant	or	Publication Date	Relevan Portion		
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<sup>\*</sup>Unique citation designation number. \* See kinde of U.S. Patert Documents. \* Emer Office that issued the document, by the two-letter code (VIPO Standard ST.3). \* For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. \* Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 18 if possible. \* Place a check here if English translation is attached.

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## PTO/SB/08B

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				Filing Da	te	November 2, 2001			
		CLOSURE PPLICANT		First Nan	ned Inventor	Toshio UENO			
				Group Ar	t Unit	2153			
				Examine	r Name	Philip J.	Chea		
Sheet 2 of 2				Attorney	Attorney Docket Number 01703/LH				
				NON PATENT	LITERATURE DO	UMENTS			
Exam Inits	Cit e No	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.							
PL		SANES, Christina *Complaints are hidden treasure*; 9/1993; Journal for Quality & Participation Vol. 16, No. 5; Pages 78-82; ISSN: 1040-9602, Dialog Files 15, Accession No. 00772294.							
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<sup>&</sup>lt;sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>8</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Mark here if English translation is attached.